

JOIN OUR TEAM!

Front Office Coordinator - Nanyuki Hospital

Location: Nanyuki, Kenya

The Front Office Coordinator plays a vital role in delivering exceptional client service while demonstrating strong organizational and administrative abilities. This individual must be compassionate, discreet, detail-oriented, and capable of managing time effectively in a fast-paced environment.

Key Responsibilities:

- Greet, register, and assist patients and visitors warmly and professionally.
- Oversee front desk operations, including appointment scheduling, phone call management, and patient check-in.
- Process insurance billings, payments, and invoicing accurately and efficiently; manage pre-authorizations to support a smooth and positive patient experience.
- Maintain confidential and well-organized patient records.
- Register new patients and ensure client information is regularly updated and accurately maintained.
- Handle payment processing and manage insurance claims and documentation.
- Collaborate closely with clinical staff to ensure smooth and efficient front office operations.

What You Bring:

- Outstanding interpersonal and communication skills
- A strong commitment to **exceptional customer service**
- Familiarity with hospital systems (experience with Slade is an advantage)
- Knowledge of insurance processes and documentation
- High attention to detail and the ability to multitask in a fast-paced environment

Why Join Us?

At Nanyuki Hospital, you'll be part of a compassionate, dedicated team making a difference in people's lives every day. This is your opportunity to shine in a front-line role where your positive attitude and professionalism will be truly valued.

How to Apply:

Submit your CV and a brief cover letter to hr@nanyukihospital.org by **19th May 2025**.

We can't wait to meet the next welcoming face of Nanyuki Hospital!